

# STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California  
Department of Technology Services

Statewide Telecommunications  
and Network Division

Category:

**Telephone  
Directories**

Chapter Title:

**State Telephone  
Directory**

Chapter Number:

**1101.0**

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## INTRODUCTION

Each year, STND Directory Services publishes the State of California Telephone Directory. Both the primary Agency Telecommunications Representative (ATR) and the Directory Listings Coordinator (DLC) receive notification of the final deadline to submit changes in their agency's directory listing data files. Agencies that do not have updates for this annual publication are still required to submit printed reports and a signed certification statement stating "no changes to listing" to Directory Services by the assigned deadlines. The organizational listings (yellow pages) and the alphabetical listings (white pages) of the state telephone directory are printed from the STND Directory Services' State Telephone Directory master file which is updated monthly for use by State Information Services. See **Chapter 0708.0, State Information Services** for specific procedures and guidelines for monthly updates.

### NEWLY ESTABLISHED STATE AGENCIES

Newly established state agencies that desire to list any information with State Information Services and the State of California Telephone Directory must:

- Request these services in writing,
- Attach a copy of the legislation establishing the new state agency, and
- Send both items to CALNET Client Support, Directory Services.

## MASTER FILE UPDATE PROCESS FOR PRINTED DIRECTORY

Directory Services provides agencies with the "State Telephone Directory System Software" program for use in updating their organizational and alphabetical listings. When submitting data for the annual printed State Telephone Directory, send a data diskette with the organizational and alphabetical listing updates, printed reports of these updates and the certification statements to Directory Services. **For the publication of the State of California Telephone Directory, the primary ATR must sign the certification statements. See Chapter 0708.0, Master File Update Process section** for specific procedures and guidelines.

Directory Services charges an hourly rate to electronically transfer manually compiled agency listings. **See Chapter 0708.0, Submission of manually compiled updates section** for specific procedures and guidelines.

## **ERROR VERIFICATION PROCEDURES FOR PRINTED DIRECTORY**

During the error verification process, Directory Services reviews agency submissions. If an error is detected, an "Exception Report" is generated and sent to the agency for correction and resubmission before the publication deadline. If corrected data is not received by this deadline, Directory Services makes the required corrections and bills agencies the hourly rate. **See Chapter 0708.0, Error verification procedures section** for specific guidelines.

## **STATE DIRECTORY COVER DESIGN**

Each year, state agencies have the opportunity to submit a front cover design for the State Directory. The design criteria is originality, appropriateness, neatness and historical content. The artist and mission statement of the selected agency is credited in the directory. ATR bulletins notify agencies of entry deadlines. Submit entries to CALNET Client Support, Directory Services.

## **STATE DIRECTORY PURCHASES**

### **ADVANCED ORDER FOR DIRECTORIES**

Prior to printing a new state directory, the STND sends the primary ATR an order form that lists the current distribution addresses. The primary ATR corrects this data if necessary and completes the form. If Directory Services receives this order before the advanced order deadline, directories are purchased at a reduced rate, directly from the STND. Only agencies that order a minimum of 10 directories per address are eligible for discounted advanced orders.

### **ORDERS TAKEN AFTER PUBLICATION**

After the advanced order deadline, agencies may purchase directories at the regular price from the Department of General Services, Documents and Publications section, P.O. Box 1015, North Highlands, CA 95660. Call (916) 574-2200 or CALNET 481-2200 for rate and ordering information.

## **STATE DIRECTORY CONTENTS**

The State Telephone Directory is intended for use by state personnel for the purpose of conducting state business. The following describes the various sections of the State Telephone Directory.

### **Red Pages**

These pages, prepared by the Department of California Highway Patrol, provide emergency number listings and criminal reporting procedures to state agencies.

### ***Green Pages***

These pages provide a Table of Contents, CALNET trouble reporting procedures and dialing instructions for DTS-STND Consolidated Centrex, CentraNet and CALDEX locations.

### ***Gray Pages***

This “Organizational Index and Referral Table” is an alphabetical and page index of state agencies, departments, boards and commissions. In addition, the detailed “Organizational Referral Table” refers back to the appropriate agency located in the “Organizational Index and Referral Table”.

### ***Yellow Pages***

This section provides organizational listings that specify the primary organizational units and subunits of agencies, departments, boards, commissions, etc., public and CALNET telephone numbers, addresses, and the names of elected or appointed officials, directors, chiefs, etc.

### ***White Pages***

This section provides an alphabetical listing of state personnel by name, agency, city, public and CALNET telephone numbers. These listings are limited to state employees authorized by their departments to be included in the directory.

### ***State Directory Organizational Chart***

The Governor’s office prepares the organizational chart that appears on the back cover of the directory. Directory Services **cannot** change the information in this chart. Submit any additions or changes to this chart to the Governor’s Office, Administrative Services, Attn: Business Services Officer, State Capitol, First floor, Sacramento, CA 95814.

***See Chapter 0101.0, DTS-STND Reference Guide, for all DTS-STND contact information referenced within this chapter.***